

Abstract

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The present invention provides a method for reasonable and sensitive life support services. Meters in a customer house 1 are continuously connected to a common meter-reading center 2 by an automatic meter-reading system provided by a lifeline provider. The common meter-reading center 2 is made to have an intermediary device 2 which detects an abnormality from meter-reading results and notifies a support company, thus intermediating between the customer 1 and the support company 3. Since the intermediary device 2 is continuously connected to the meters, the meter-reading results can be frequently (e.g. once an hour) collected and analyzed. Therefore time lag between occurrence of an abnormality and detection of the abnormality can be reduced and delays in response can be prevented. By sending a list of treatments to be done from the intermediary device 2 to a PC in the customer house 1 or portable terminals of support members sent to a scene, appropriate treatments can be performed by non-professionals.